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ABSTRACT

This policy manual explains computer search services at the University of Massachusetts/Amherst, University Library. The service is available to anyone willing to assume the cost of the services and able to schedule time for both the search strategy interview and the search itself. Requests for computer services are not accepted over the phone or by mail, and the actual search is rarely conducted without the requestor present. The policy manual describes the following: (1) responsibilities of the computer searcher, including scheduling appointments and interviewing, charging services to university accounts, conducting the search, attending workshops, and maintaining search aids; (2) responsibilities of the coordinator, who compiles statistics, reports to the head of reference, coordinates publicity, allocates funds, and updates data base information; and (3) responsibilities of the public services office, which include computing the cost of the searches, ordering supplies, approving publicity, and formulating new policies. (Author/AP)

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COMPUTER SEARCH SERVICE GROUP (CSSG)

POLICY MANUAL

UNIVERSITY OF MASSACHUSETTS/AMHERST

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REFERENCE DEPARTMENT

JUNE 1977

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COMPUTER SEARCH SERVICE GROUP

STATEMENT OF CLIENT ELIGIBILITY

The Computer Search Service is available to anyone who is willing to assume the cost of the service and is able to schedule time for both the search strategy interview and the search itself. Requests for computer searches will not be accepted over the phone or by mail, and the actual search will be conducted without the requestor present only in very unusual circumstances.

In the event that demand for the service exceeds the staff or computer time available, priority will be given first to UMass/Amherst faculty, staff, and students; then to the Five College academic community; and then to the public at large (including industrial requestors).

Questions concerning eligibility should be referred to the Associate Director for Public Services.

COMPUTER SEARCH SERVICE GROUP
RESPONSIBILITIES OF THE COMPUTER SEARCHER

The computer searcher is a librarian who has been trained in the general techniques of computerized literature searching and in the peculiarities of a set of data bases in particular subject areas.

I. Scheduling of Appointments and the Interview

Clients seeking detailed information concerning the Computer Search Service are directed to an appropriate searcher depending on the subject field in which the client is interested. Together with the client, the searcher chooses a data base(s), formulates a search strategy, and arranges a mutually convenient time for the search, checking that the terminal is available and adding the intended search to the Search Calendar. The searcher must be sure that the client understands the billing procedure and is aware of the expenses to be incurred. If necessary, a second interview may be held with the patron to review the search strategy.

II. Charging Searches to University Accounts (per McDonald memo 6/3/77)

At the time of the search strategy appointment the computer searcher must determine whether the client wishes to charge the cost of the search and the resulting print out (if any) to a University account number. If so, the searcher should provide the client with a copy of the Computer Search Record indicating the areas which must be filled in with the six-digit account number and with the proper authorizing signature. The client should bring the completed form to the search appointment.

Before beginning the search, the searcher must verify the account information provided by the client. This is done by using the large-screen CRT located near the Reference desk and keying in AC3/(six-digit account number). The information displayed includes the name of the principal investigator for the grant or fund in the upper right hand corner of the screen. This name should be the same as the authorizing signature provided on the Computer Search Record.

Searchers in the branch libraries may wish to verify account information before scheduling the search appointment by phoning any CSSG member in the Main Library and asking him/her to check the CRT for the pertinent information.

Any problems with this procedure should be directed to the Library's Business Manager.

III. During the Search

The computer searcher conducts the search, preferably with the client present. After the search has been performed, the searcher arranges with the client when and how any resulting printout will be delivered to him/her. The searcher then escorts the patron to the Public Services Office with the white copy of the Computer Search Record; the yellow copy is filed in the computer search desk file titled "Computer Search Records (fiscal year)." A report of the search is entered in the Search Log. The terminal is then dismantled and stored by the searcher.

IV. Requesting Credit for Dropped Searches

If in the course of a search the system malfunctions, it is the responsibility of the searcher to write to the vendor, explaining the situation and requesting credit. Essential information to be included in the request is: date and time of the search, communications network used, user number, and nature of the problem. Photocopies illustrating problem areas of the search may be made and attached if necessary. Copies of all CSSG-related correspondence are filed in the search desk file drawer folder titled "Correspondence."

V. Printed Bibliographies

Offline printouts are received by the CSSG coordinator, are distributed to the individual who performed the search, and are delivered to the client by the searcher.

VI. Training

It is the responsibility of the individual searcher to initiate requests to attend workshops and to make all the necessary arrangements. Searchers may also utilize a portion of the time allotted for library use of the terminal in order to practice searching techniques and to become familiar with new data bases.

VII. Maintenance of Search Aids

Materials sent to individual searchers from a commercial vendor should be read and filed, and the searcher should be aware of their contents and of any information necessary for the more efficient performance of searchers.

COMPUTER SEARCH SERVICE GROUP
RESPONSIBILITIES OF THE COORDINATOR

I. Selection and Term of Office

The CSSG Coordinator is chosen each year in June, for a term of one fiscal year, by all members of the Computer Search Service Group. This Group is comprised of all University librarians currently providing on-line computer search services. The librarian designated Coordinator must be chosen from among the membership of this Group. Consecutive terms are allowed.

II. Responsibilities of the Coordinator

A. Compiles Statistics

1. Statistics on the number of searches conducted and the total number of computer hours spent in each data base and on the number of clients served and their academic status are compiled each month from the information recorded by individual searchers in the Search Log and from the searchers' copies of the Computer Search Record. These statistics are reported to the Head of Reference each month as part of the Coordinator's monthly report (see II. L below) using the Computer Search Service Monthly Usage Report form.

2. In addition, the Coordinator maintains a separate statistical record of the number of data bases searched, the hours of use in each one, and the number of clients served. These statistics are recorded monthly on the Annual Computer Searches Usage Report form and are cumulated in June (reflecting fiscal year statistics). This record is maintained in a binder available at the Search Desk. (see II. I below)

B. Reports to the Head of Reference

1. The monthly report to the Head of Reference consists of:

   a. Statistics on the number of searches conducted reported on the Computer Search Service Monthly Usage Report form.

   b. A summary of responses received on the Computer Search Evaluation forms reported on a copy of the form itself.

   c. A narrative synopsis of activities may be appended to include reports on training sessions, CSSG meetings, demonstrations, new staff appointments and any other news of recent developments.

2. Copies of these monthly reports are maintained in a binder available at the Search Desk (see II. I below).

C. Coordinates Publicity

The Coordinator is responsible for planning all publicity for the Computer Search Service in consultation with other searchers and with the approval of the Associate Director for Public Services. The material produced may be distributed either by the Computer Search Service Group through the Reference Department and the Branch Libraries or by the Public Services Office.

D. Organizes Demonstrations

The Coordinator organizes demonstrations of the Service at the suggestion of the CSSG or at the request of other Library, University, or Five College groups and in consultation with the Associate Director for Public Services.

E. Allocates CSSG Funds

The Coordinator submits requests for and administers the allocation of funds for brief informational and educational uses of on-line time. These funds cover such activities as practice time in new data bases, informational queries concerning the availability of new data bases, new hours of DIALOG service, and brief use of the DIALOG system for ILL verification or the solution of Reference questions.

F. Acts as Liaison and Contact Person

The Coordinator acts as general liaison between and as CSSG contact person for NASIC, for all commercial vendors, and for the Library's Public Services Office. This includes:

1. Responsibility for the circulation of all information from these sources not received by all members of the CSSG (e.g., changes in password, search/save serial numbers, etc.).

2. Channeling general inquiries on policy from the CSSG or from individual searchers to the Public Services Office.

G. Updates Data Base Information

The Coordinator is responsible for maintaining a current list of available data bases and searching costs for the use of CSSG members and for the consultation of interested clients when necessary. This may take the form of a supplement to Lockheed's own list of data bases (see II.H.6 below). This record is maintained in a binder available at the Search Desk (see II. I below).

H. Maintains Supplies of CSSG Forms

The Coordinator maintains supplies of the following CSSG forms and monitors the need for new copies of them at the Search Desk and in the Reference Staff Vertical File:

1. Search Log (stenographic pad)
2. Calendar of Computer Searches (CSSG-1)
3. Monthly Service Usage Report (CSSG-2)
4. Annual Computer Searches Usage Report (CSSG-3)
5. University Library Computer Search Service Information Sheet (CSSG-4)
6. DIALOG Information Retrieval Service List of Data Bases (available from Lockheed)
7. CSSG Lists of Data Bases: Social Sciences and Humanities, Business/Economics, Science and Technology
8. Search Request (CSSG-5)
9. Computer Search Record (CSSG-6)
10. Computer Search Evaluation (CSSG-7)

I. Maintains the CSSG Files and Records

The Coordinator maintains the following CSSG files at the Search Desk:

1. Monthly and Annual Service Usage Reports (black notebook)
2. Monthly Reports to the Head of Reference (black notebook)
3. Computer Search Records (file drawer)
4. Lists of available data bases and searching costs (black notebook and file drawer)
5. Minutes of CSSG meetings (black notebook)
6. CSSG Policies (black notebook)
7. DIALOG Chronolog and other newsletters (black notebook and file drawer)
8. Correspondence (file drawer)
9. Other materials as necessary (file drawer)

J. Terminal Maintenance

The Coordinator is responsible for arranging for any necessary terminal maintenance by contacting Texas Instruments directly and supplying them with the terminal's model and serial numbers. Records pertaining to service are maintained in the office of the Business and Personnel Manager.

K. Schedules Meetings of the CSSG

COMPUTER SEARCH SERVICE GROUP
RESPONSIBILITIES OF THE PUBLIC SERVICES OFFICE

I. Computing Costs of Searches

The Public Services Office is responsible for computing the cost of each literature search on the basis of the actual computer connect time used and the number of print-outs ordered. The searcher provides the Office with a record of the initial and final clock times and the elapsed time (in decimal percentage of an hour); the number, format, and cost per item of print-outs ordered; and, when necessary, with the hourly charge for each data base and for the communications network used.

Since Summer 1976, DIALOG has computed the cost of each search, including print-outs and connect time, and has printed it at the end of the search after the LOGOFF command has been entered. While this practice continues, the estimated total provided by DIALOG will be entered on the Computer Search Record and charged to the client.

Payment may be made by cash or by check made out to the Library Trust Fund. The cost may also be charged against a funded account providing that an authorizing signature and the proper account number appear on the Computer Search Record prior to the search. If a client is unable to pay at the time of the search, the Public Services Office is responsible for billing him/her or for arranging how the payment is to be made.

II. Ordering Supplies

The Public Services Office orders and maintains a supply of thermally treated rolls of paper for the terminal (Texas Instruments Silent 700 - Model 735).

III. Client Eligibility for Service

The Associate Director for Public Services shall set requirements for the eligibility of a client for a computer search, and any question concerning eligibility should be referred to the Associate Director (see Statement of Client Eligibility, p.1).

IV. Approval of Publicity

The Associate Director for Public Services gives final approval to publicity of the Service.

V. Formulation of New Policy

Questions or problems which are not covered by existing policies should be referred to the Associate Director for Public Services.

CALENDAR OF COMPUTER SEARCHES

WEEK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY

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UNIVERSITY OF MASSACHUSETTS/AMHERST
UNIVERSITY LIBRARY
Reference Department

COMPUTER SEARCH SERVICE
MONTHLY USAGE REPORT

MONTH & YEAR _____, 19___

DIALOG SEARCHES

BIOSIS PREVIEWS	_____	INSPEC (inc. ISMEC)	_____
CA-CONDENSATES	_____	NTIS	_____
CAIN	_____	PSYCHOLOGICAL ABSTRACTS	_____
COMPENDEX	_____	SOCIAL SCIENCES CITATION INDEX	_____
ERIC (inc. AIM/ARM and EXCEPTIONAL CHILDREN	_____	OTHER	_____
FOUNDATION DIRECTORY	_____	_____	_____
FOUNDATION GRANTS INDEX	_____	_____	_____
INFORM	_____	_____	_____

TOTAL _____

NUMBER OF USERS SERVED (number of appointments)*

	NEW	REPEAT
UMass Undergraduate Students		
UMass Graduate Students		
UMass Faculty		
UMass Staff and Administration		

TOTAL CAMPUS USERS _____

Non-Campus Users _____ | _____

_____

TOTAL USERS _____

* Number of users served may be less than number of searches conducted since each user may search more than one data base per appointment.

Report Submitted By _____ Date _____

ANNUAL COMPUTER SEARCH USAGE REPORT

DATA BASE	JULY	AUG.	SEPT.	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	TOTAL
AIM/ARM													
BIOSIS													
CAIN													
CA-CONDENSATES													
CLAIMS													
COMPENDEX													
Dissertation Abstracts													
ERIC													
EXCEPTIONAL CHILD													
FOUNDATION DIRECTORY													
Foundation Grants Index													
INFORM													
INSPEC													
NTIS													
PREDICASTS													
Psychological Abstracts													
SCISEARCH													
SOCIAL SCISEARCH													
Sociological Abstracts													
OTHER													
MONTHLY TOTAL													

UNIVERSITY OF MASSACHUSETTS/AMHERST
UNIVERSITY LIBRARY
Reference Department
COMPUTER SEARCH SERVICE

SEARCH REQUEST

Name:_____ Appointment Date: _____ Time _____

Submission of this form prior to your appointment will increase the efficiency of citation retrieval during your appointment and will probably lower the cost of service.

1. SEARCH TOPIC: Please give in your own words a narrative description of the topic to be searched. (Use scientific and technical as well as common vocabulary.)

_____

_____

_____

_____

_____

_____

_____

_____

2. KEYWORDS: List terms or phrases that characterize the content of your topic. List any synonyms and spelling variations of the keywords.

Keyword/Phrase	Keyword/Phrase	Keyword/Phrase	Keyword/Phrase
_____	_____	_____	_____
SYNONYMS, etc.	SYNONYMS, etc.	SYNONYMS, etc.	SYNONYMS, ETC.
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

User Search Request

Name:_____

3. Please state any topics related to (or applications of, or views of, or approaches to) your specific problem that are not of interest if you wish to exclude retrieving citations to any documents on such topics.

_____
_____
_____

4. Please list two or three of the most important authors (and or organizations) publishing on your topic; complete names, if known, are helpful. Please indicate if you wish to exclude documents by any of these (or other) authors or organizations because of prior familiarity with their publications.

_____
_____
_____

5. Do you wish to retrieve references to documents written in a particular language? Specify _____

6. Please list the complete citations to two or three of the most useful articles on your search topic. (It may be helpful to bring these articles to your appointment.)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

7. Do you want abstracts of the documents retrieved. (if available in file searched.)

_____yes _____no

kw

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DATA BASE NAME	FILE NO.	PRINTED INDEX	COST PER HR. *	COST PER MINUTE **	OFF-LINE P/O
ENVIROLINE Jan. 1971-	40	Environment abstracts. 1971- Phys. Sci. Ref. TD 172 E62	90	1.63	20¢
FOUNDATION DIRECTORY Current	26	Foundation directory. 1960- Ref. AS 911 A2 F65	60	1.13	30¢
FOUNDATION GRANTS INDEX Jan. 1973-	27	Foundation Grants index. 1970- Ref. AS 911 AZ F66	60	1.17	30¢
INSPEC-PHYSICS Jan. 1969	12	Physics Abstracts. 6, 1903- Phys. Sci. Ref. QC 1 P51	45	.88	10¢
INSPEC/ELEC/COMP Jan. 1969-	13	Electrical and electronics abstracts. 6, 1903- Phys. Sci. Ref. TK 1 E4 Computer and control abstracts. 2, 1967- Phys. Sci. Ref. TJ 212 C59	45	.88	10¢
METEOROLOGICAL ABSTRACTS Jan. 1972-	29	Meteorological and geoastro-physical abstracts. 1950- Phys. Sci. Ref. QC 851 A62	50	.97	10¢
NTIS Jan. 1964-	6	Government reports announcements and index. 23, 1955- Phys. Sci. Ref. Z7916 U5	35	.72	10¢
OCEANIC ABSTRACTS Jan. 1964-	28	Oceanic abstracts. 1964-Morr. Z 5071. P6 O25	55	1.05	10¢
POLLUTION ABSTRACTS 1970-	41	Pollution abstracts. 1970- Phys. Sci. Ref. TD 180. P6	65	1.22	15¢
SCISEARCH Jan. 1974-	34	Science citation index 1965- Phys. Sci. Ref. TD 883.2 A5	70	1.30	10¢
** APTIC (Air Pollution Technical Information Center) 1966-	45	Air pollution abstracts. 1969- Phys. Sci. Ref. TD 883.2 A5	35	.72	10¢
AQUATIC SCIENCES AND FISHERIES ABSTRACTS. (ASFA) Jan. 1975-	44	Aquatic sciences and fisheries abstracts. 1971- Morr. Ref. QH 91.A1 A63	35	.72	10¢

* This does not include communication network charges. ** This includes communication network charges.

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MORRILL LIBRARY/PHYSICAL SCIENCES LIBRARY
COMPUTER SEARCH SERVICE

LIST OF DATA BASES - SCIENCE AND TECHNOLOGY

DATA BASE NAME	FILE NO.	PRINTED INDEX	COST PER HOUR *	COST PER MINUTE **	OFF-LINE P/O
AGRICOLA Jan. 1970	10	Bibliography of agriculture 1942- Ref. Z 5073 U58	25	.55	10¢
** BIOSIS PREVIEWS Jan. 1972-	5	Biological abstracts 1926- Ref. QH 301 B61 Also Morr. Ref. Bioresearch index 1967- Ref. Z 5321 B672 Also Morr. Ref.	45	.92	10¢
CA CONDENSATES 1970-71	2	Chemical Abstracts. 1907- Phys. Sci. Ref. QD1 A51	35	.72	8¢
CA CONDENSATES 1972-76	3	Chemical abstracts 1907- Phys. Sci. Ref. QD1 A51	35	.72	8¢
CA CONDENSATES 1977-81	4	Chemical abstracts 1907- Phys. Sci. Ref. QD 1 A51	35	.72	8¢
CASIA 1976-	30	Chemical abstracts. General subject and chemical substance volume indexes	60	1.13	12¢
CA PATENT CONC 1972-	43	Chemical abstracts patent concordance.	45	.88	8¢
CHEMNAME 1976-	31	None	60	1.13	12¢
CLAIMS/CHEM Jan. 1950-	23	None	150	2.50	10¢
CLAIMS/CLASS	25	None	150	2.50	
CLAIMS/GEM Jan. 1975-	24	None	90	1.63	10¢
COMPENDEX Jan. 1970-	8	Engineering index 1906- Phys. Sci. Ref. Z 5851 E62	65	1.22	10¢
COMPREHENSIVE DISSERTATION INDEX 1801-	35	Dissertation abstracts international. Sect. B. Sciences and Engineering. Phys. Sci. Ref. Z5055 U5 A53	55	1.05	10¢

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LIST OF DATA BASES - BUSINESS/ECONOMICS

DATA BASE NAME	FILE NO.	PRINTED INDEX	COST PER HOUR	COST PER MINUTE	OFF-LINE P/O ea.
ABI/INFORM Aug. 1971-	15	None	65	1.22	10¢
PTS CHEMICAL INDUSTRY NOTES Dec. 1973-	19	Chemical Industry notes	90	1.63	20¢
PTS DOMESTIC STATISTICS July 1971-	20	Predicasts forecast composites. Predicasts forecast abstracts. Predicasts basebook.	90	1.63	20¢
PTS EIS PLANTS Current	22	None	90	1.63	50¢ Printed or Typed
PTS F & S Jan. 1972-	18	F & S Index of corporations and industries. Ref. HG 4961 F8 F & S Index International 1969+ HG 4961 FS1 Ref. Predicasts Inc. Source directory. 1973/74- Ref. 7164 CS1 P082	90	1.63	20¢
PTS INTERNATIONAL STATISTICS Jan.1972-	21	Worldcasts forecast composites Worldcasts forecast abstracts. Worldcasts basebook.	90	1.63	20¢
PTS MARKET ABSTRACTS (CMA AND EMA) Feb. 1972-	16	Chemical market abstracts. Equipment market abstracts.	90	1.63	20¢
PTS MARKET ABSTRACTS AND F & S INDEXES WEEKLY Current month only	17	Chemical market abstracts. Equipment market abstracts. F & S Index of corporations and industries 1962+ Ref. HG 4961 F8 Ref. F & S Index International. 1969+ HG 4961 F81	90	1.63	20¢

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COMPUTER SEARCH SERVICE

LIST OF DATA BASES - SOCIAL SCIENCES AND HUMANITIES

DATA BASE NAME	FILE NO.	PRINTED INDEX	COST PER HOUR *	COST PER MINUTE **	OFF-LINE P/OS.
AIM/ARM Sept. 1967-	9	Abstracts of instructional and research materials in vocational and technical education. 1967- Ref. LC 1041 A214	.25	.55	10¢
AMERICA: HISTORY AND LIFE 1955-	38	America: history and life. 1954- Ref. Z 1236A48	65	1.22	15¢
COMPREHENSIVE DISSERTATION INDEX 1861-	35	Dissertation Index International 1861- Ref. Z 5055 U5A53	55	1.05	12¢
ERIC 1966-	I	Current index to journals in education. 1969- Ref. Z 5813 C7 Resources in education. 1966- REF. Z 5813 R4	.25	.55	10¢
EXCEPTIONAL CHILD EDUCATION ABSTRACTS 1966-	54	Exceptional child education abstracts	25	.55	10¢
FOUNDATION DIRECTORY CURRENT YEAR ONLY	26	Foundation directory. 1960- Ref. AS 911 A2 F65	60	1.13	30¢
FOUNDATION GRANTS INDEX Jan. 1973-	27	Foundation grants index (including Foundation News). 1970- Ref. AS 911 A2 F66	60	1.13	30¢
HISTORICAL ABSTRACTS 1973-	39	Historical abstracts. 1955- Ref. D 299 H67	65	1.22	15¢

LIST OF DATA BASES - SOCIAL SCIENCES AND HUMANITIES

DATA BASE NAME	FILE NO.	PRINTED INDEX	COST PER HOUR *	COST PER MINUTE **	OFF-LINE P/OS.
LANGUAGE AND LANGUAGE BEHAVIOR ABSTRACTS 1966-	36	LLBA: Language and language behavior abstracts. 1967- Ref. P1 L5	55	1.05	15¢
PSYCHOLOGICAL ABSTRACTS 1967-	11	Psychological abstracts. 1927- Ref. BF 1 P65	50	.97	10¢
SOCIAL SCISEARCH 1972-	7	Social Science citation index. 1972- Ref. Z 7161 S65	70	1.30	10¢
SOCIOLOGICAL ABSTRACTS	37	Sociological abstracts. 1952- Ref. HM 1 S67	55	1.05	15¢

* This does not include communication network charges ** This includes communication network charges

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CSSG-6

COMPUTER SEARCH RECORD

NAME _____ DATE _____

FACULTY _____ GRAD STUDENT _____ UNDERGRAD _____ STAFF _____ OTHER _____

DEPARTMENT _____ PHONE _____

HOME ADDRESS _____ PHONE _____

FUND ACCOUNT NAME FOR BILLING PURPOSES _____

ACCOUNT NUMBER _____

FOR GRANT SUPPORTED RESEARCH: AUTHORIZATION _____
(Signature)

FOR FUNDED PROJECT: AUTHORIZATION _____
(Signature)

COMPUTER AND COMMUNICATIONS CHARGES - FOR LIBRARY USE ONLY

FILE #	CLOCK TIME IN FILE	ELAPSED TIME	COST	TYMNET/TELENET	TOTAL

SUBTOTAL ☐

OFFLINE PRINTOUTS

FILE #	FORMAT	# OF CITATIONS	COST

SUBTOTAL ☐

TOTAL

COMMENTS

LIBRARIAN _____

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REFERENCE DEPARTMENT
COMPUTER SEARCH SERVICE

CSSG-7

SEARCH EVALUATION

PLEASE TAKE A FEW MINUTES TO ANSWER THE FOLLOWING QUESTIONS TO HELP US IMPROVE THIS SERVICE AND TO HELP DETERMINE IF IT SHOULD BE CONTINUED. WHEN FINISHED JUST FOLD IT IN HALF AND PUT IT IN THE CAMPUS MAIL OR RETURN IT TO THE LIBRARY.

THANK YOU.

1. Was the information and assistance you received when you submitted the search adequate?

   _____ YES _____ NO

2. Was the time lapse between submitting and receiving your search reasonable?

   _____ YES _____ NO

3. Did the search produce the type of information you desired?

   _____ YES _____ NO

4. Compared with manual searching, did the computer search produce:

   _____ MORE _____ LESS _____ ABOUT THE SAME amount of references?

5. Did the search results justify the expense?

   _____ YES _____ NO _____ PARTLY

6. Would you use the service or recommend it in the future for similar problems?

   _____ YES _____ NO _____ UNSURE

7. Where did you learn about the Computer Search Service?

   _____ LIBRARIAN _____ POSTER _____ PRINTED ANNOUNCEMENT

   _____ FRIEND/COLLEAGUE _____ OTHER _____

8. Make any other comments about the service or about the bibliography you received.

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